



JOB DESCRIPTION

JOB TITLE:	Public Safety Dispatcher	
DEPARTMENT:	Police Department	
REPORTS TO:	Public Safety Dispatcher Supervisor	DATE: April, 2009
EMPLOYEE UNIT:	CSOA	Supersedes: February, 2001
FLSA EXEMPT:	No	

JOB SUMMARY: Under direct supervision of the Public Safety Dispatcher Supervisor, staffs the police communications center and Public Safety Answering Point and participates in the communication activities of the Support Services Division of the Police Department.

CLASS CHARACTERISTICS: This is a journey level civilian law enforcement classification. Principal duties of this class include receives and dispatches local emergency calls for service, refer and coordinate response to emergency calls with other appropriate emergency service agencies, and provide dispatching support to other city departments during non-business hours. In addition, this classification performs other technical duties including taking police reports over the phone, maintaining certain automated police information systems, and may occasionally be required to assist officers in processing prisoners. A significant degree of technical skill and independent judgment is required of incumbents to develop, maintain, and successfully perform in a community oriented, problem solving approach to policing.

The specific technical nature of law enforcement procedures, plus the necessity to undergo a thorough background investigation prior to appointment, distinguishes this class from the general office classes.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following duties are performed personally, in cooperation with the Public Safety Dispatcher Supervisor and/or in coordination with other City staff. Additional duties may be assigned.

1. Receives emergency calls from the public requesting police, fire, medical or other emergencies.
2. Dispatches police, fire, ambulance or other appropriate assistance in accordance with established procedures.
3. Monitors status of officers in the field and other law enforcement and emergency service agencies.
4. Relays information retrieved from information sources to officers in the field
5. Answers non-emergency calls for service, takes required police reports over the phone, and provides appropriate information or contacts the appropriate agency.

6. Enters and retrieves data from automated law enforcement information systems.
7. Maintains logs and files of calls and work performed.
8. Maintains accurate records.
9. Monitor surveillance cameras and the audio system in the holding facility.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required.

Education & Experience:

1. Graduation from high school or the equivalent.
2. One year experience dispatching, preferably in the public safety setting. Two years experience is highly desirable.

Licenses & Certificates:

1. Must possess a typing certificate (minimum net 40 words per minute) dated within six months of the date of hire.
2. Possess or successfully obtain a Peace Officer Standards and Training (POST) Basic Dispatch Certificate within one year of date of hire.

Other Requirements:

1. Must be able to meet state standards for accessing criminal history information as determined by a comprehensive background and psychological examination.
2. Must be willing to work various hours, rotating shifts, weekends and holidays and be available for call-back.
3. Bilingual English/Spanish preferred.

Knowledge of:

1. Standard communications principles and methods for public service dispatch activities.
2. Standard office procedures and methods, including filing and the operation of common office equipment.
3. Basic law enforcement terminology and concepts.
4. Telephone communications techniques for dealing with varied groups of people particularly in emergency situations.

Skill in:

1. Communicating verbally in a clear and effective manner.
2. Obtaining information from hostile or traumatized individuals in emergency situations.
3. Handling multiple activities simultaneously while maintaining attention to detail.
4. Understanding and following oral and written directions.

5. Exercising sound, independent judgment within established guidelines.
6. Performing varied civilian support services in an efficient and effective manner.
7. Maintaining accurate records and preparing clear and concise reports and materials.
8. Operating a computer keyboard at sufficient speed and with sufficient accuracy (40 net words per minute) to enter data into an on-line computer system.
9. Use of common office software including Microsoft Office and applicable specialized law enforcement software.
10. Providing outstanding customer satisfaction (internally and externally).

Ability to:

1. Operate radio and telephone equipment, following departmental and F.C.C. regulations.
2. Quickly learn the policies, procedures and performance standards pertaining to the work.
3. Think and act quickly in emergencies and evaluate situations and people accurately.
4. Be in constant communication on the radio with police officers and on the telephone with citizens requesting police or fire service.
5. Understand the police radio code system and to listen and write and/or type at the same time.
6. Learn to operate automated police information systems.
7. Learn to perform various law enforcement support work.
8. Establish and maintain effective working relationships with those contacted in the course of the work.
9. Perform in a manner which reflects the City and Police Department mission, values and goals.

PHYSICAL DEMANDS: Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
2. Employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception, the ability to adjust focus.

WORK ENVIRONMENT: Work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Employee generally works 95% indoors and 5% outdoors.
2. Their work environment indoors is usually in a temperature-controlled, ergonomically equipped communications center; some travel may be required.
3. While performing the duties of this job outdoors, the employee occasionally may be exposed to varying weather conditions.